

LIMITED-SOURCES JUSTIFICATION

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center – Austin
1701 Directors Boulevard, Suite 600
Austin, Texas 78744
2. Description of the Action: The proposed action is for a modification to firm-fixed-price Task Order (TO) number VA118A-12-F-0182, issued under General Service Administration (GSA) Federal Supply Schedule (FSS) Contract Number GS-35F-0821M, to MUMPS AudioFax, Inc., doing business as Audiocare Systems (AudioFax), for hardware and software upgrades for 38 additional site locations currently using the AudioCare System.
3. Description of the Supplies or Services: The task order provides the Department of Veterans Affairs (VA) with term licenses for the AudioCare System, which is operational at 150 VA Healthcare facilities within 22 Veterans Integrated Service Networks. The system allows Veterans to supply and receive medical information from a VA Healthcare facility via a toll free number and internet sites. The task order included optional line items for hardware and software upgrades at 89 sites so that the AudioCare System will be compatible with future Veterans Health Information Systems and Technology Architecture (Vista) system changes. Additionally, the upgrades are required in order to be compliant with VA's Continuous Readiness in Information Security Program (CRISP); therefore, a standard configuration, or baseline, was established for the AudioCare system. VA's new standard configuration consists of Windows 7, Cache 2011 or greater, and AudioCare version 2013.

The proposed requirement is to acquire hardware and software upgrade services for 38 additional sites, that were not included in the 89 sites originally awarded with the task order as optional line items. These 38 additional sites do not meet the AudioCare baseline. The upgrade services will bring these sites into compliance with VA's CRISP, ensuring that the AudioCare system continues to allow Veterans to supply and receive medical information from a Healthcare facility via a toll free number and internet sites. Specifically, the upgrades consist of replacing AudioCare hardware that has reached end of life and upgrading AudioCare software to the Cache version required to be compatible with VA's Vista system. The total estimated price of the proposed action is [REDACTED]

4. Authority: This acquisition is conducted under the authority of the Multiple-Award Schedule Program. The specific authority providing for a limited source award is Federal Acquisition Regulation (FAR) Subpart 8.405-6(a)(1)(i)(B), Only one source is capable providing the supplies or services required at the level of quality required because the supplies or services are unique or highly specialized.

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5. Rationale Supporting Use of Authority Cited Above: AudioFax is the only known source capable of providing an automated communication system compatible with the existing VA infrastructure. Specifically, AudioFax's AudioCare System operates with VA's VistA system, which holds VA patient scheduling and other information. In order for a Veteran to receive his or her patient medical information, the automated communication system must be compatible with VistA and the Massachusetts Utility Multi-Programming System (MUMPS) language the database it is written in. AudioFax is the only known source able to provide automated communication software, hardware, and maintenance compatible with VistA. AudioCare uses InterSystems Caché database software to interface with VA's VistA database information. Only the software and hardware provided by AudioFax are capable of meeting all of VA's functional requirements, which include a complete automated communications system consisting of pharmacy, scheduling, clinical, and financial functions. No other commercially available solution provides an interface solution to the VA VistA database. Furthermore, any source other than AudioFax must have access to the manufacturer's proprietary data to meet VA's needs. This proprietary data allows a source access to the fundamental elements of the AudioCare system and associated peripherals that are essential in providing the aforementioned hardware and software upgrades. Without the upgrades, the hardware will not be compliant with CRISP and may not efficiently perform its intended function, which would lead to an erosion in supporting VA's mission to serve Veterans.
6. Efforts to Obtain Competition: The Government conducted market research, details of which are in the market research section of this document. None of these efforts yielded additional sources capable of meeting all of the Government's requirements. There is no competition anticipated for this action. Furthermore, in accordance with FAR 5.3, VA will synopsise the modification award on the Federal Business Opportunities (FBO) page. In addition, VA will make this Justification and Approval publicly available on the FBO page.
7. Actions to Increase Competition: The Government is currently developing business requirements for a new automated communication system that would ultimately replace the current AudioCare System. As a result, VA expects to conduct a full and open competition based on the new business requirements and implement a new automated communication system early in fiscal year 2015.
8. Market Research: The Government's technical experts determined that only AudioFax is capable of upgrading the existing AudioCare hardware and software currently in use. Specifically, in November 2013, the technical team reviewed Voice Shot, Televox, and Medicus software, due to the similar nature of the product offerings. The technical team verified that the hardware and software upgrades implemented by companies other than AudioFax would not meet the technical requirements as those vendors would not be able to access AudioFax's proprietary data. Additionally, the technical experts determined that the potential resources could not produce systems that could meet all of VA's functional requirements, specifically the similar products do not use a MUMPS environment, and would

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require development of an interface to be compatible with VA VistA systems. Having multiple hardware and software platforms would require different expertise and the establishment of new security, access, and command procedures. Additional risks would be incurred, as the new hardware and software would require additional administration, training, and maintenance costs. The efficient and most cost effective approach is to continue with the AudioCare system, which requires hardware and software upgrades. Based on the market research, the technical team concluded that hardware and software upgrades to AudioFax's AudioCare System is the only commercially available services capable of meeting VA's functional requirements.

9. Other Facts: None